

CONSUMER DIVISION CASES

BLACKSTONE GAS COMPANY

Blackstone Gas Company (the “Company” or “BGC”) has reviewed the monthly electronic reports of DTE Consumer Division “cases” and billing adjustments from the Consumer Division for 2004. These reports indicate five “cases” and a billing adjustment of \$75.00 for the Company. After review of these incidents the Company does not believe that they have been properly categorized for the following reasons. Nevertheless, the Company has reported them in the 2004 SQI Annual Report. This should not be deemed a waiver of the Company’s claim that they have been erroneously categorized.

(1) The Boudreau Case 3/29/04 involved a customer complaint concerning no hot water. The Company received the call on January 16, 2004 at 2:07 PM from the customer. A Company repairman responded to the call shortly thereafter and was at the site from 4:45 PM to 5:30 PM on January 16, 2004. The Company repairman found that the gas water heater was working properly, the problem was a frozen water pipe. The Company initially charged the customer \$75 for the service call. Company abated charge on March 4, 2004. This should not be included either as a case or a billing adjustment as the matter is not within the Department’s normal jurisdiction.

(2) The Ulsh case was listed in March under the category of “explanation.” There was no adjustment involved in this case and it should not be reported as a “case” under the Service Quality Guidelines.

(3) In May there was a case entitled Cromwell listed as “credit explanation.” This customer had been properly terminated by the Company owing undisputed past due gas charges of \$1,346.43. The gas at the location was subsequently activated when the customer of record was changed to a relative of the first customer. Again this should not be a “case” under the Service Quality Guidelines.

(4) In September there is a “case” entitled Jelley categorized as “credit”. This customer was properly terminated by the Company owing undisputed past due gas charges of \$1,678.24. This “case” should not be listed as a Division case under the SQG.

(5) Finally, there is a case in December under the category “Ref.” The Company has attempted to obtain an explanation, but has not received information regarding the issue or the name of the customer from the Consumer Division. Until the requested information is provided it is not appropriate to include this matter as a case under the Service Quality Guidelines.